



## Lake County BOCC

### Utilization Management Annual Report October 1, 2011 – September 30, 2012

**Executive Summary****Plan Summary**

6 Session Model EAP

**Average Monthly Population**

979

**Type of Contact****Number****Annual Utilization****Telephonic Clinical Intake****20****2.04%**

EAP Referral

13

Telephonic Intervention

7

**Information Only Telephone Contacts****4****0.41%**

Benefit Explanation

1

Coordination of Services

3

**Face to Face Cases\***

28

**Management Consultations****1****Onsite Intervention****0****Training****0****0****Avg number of participants**

Employee Orientation attendees

0

Supervisory Orientation attendees

0

Wellness Seminar attendees

0

**Website Session Logins****78****Phone Statistics**

Total number of calls

92,106 calls

Average Speed of Answer

6.0 second(s)

Answered within 30 Seconds

96.0 percent

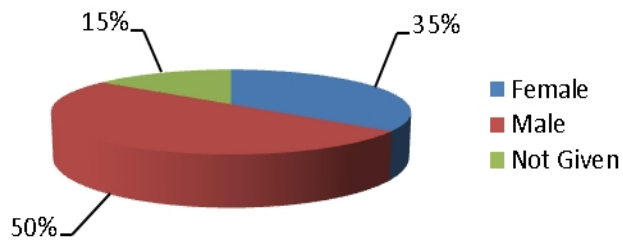
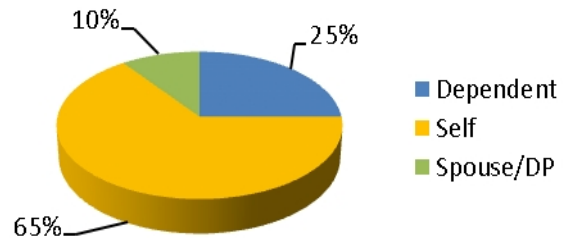
Abandonment Rate

0.2 percent

Average Length of Call

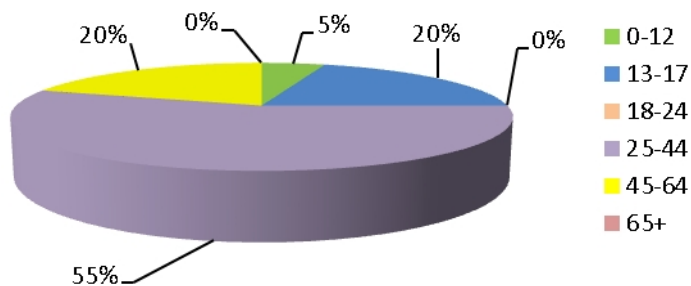
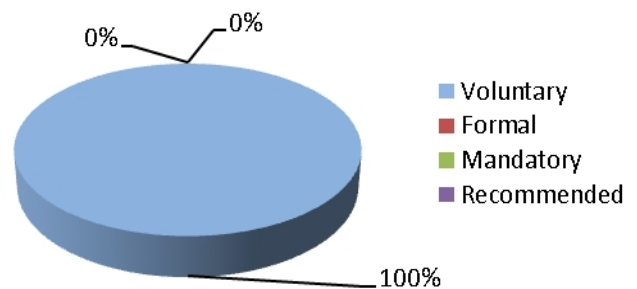
292 second(s)

Face to Face – This data is based on information obtained from received Case Record Forms (Document face-to-face EAP provider must complete to request payment for services rendered.) EAP Providers have up to 9 days from date of service in which to submit Case Record Forms. Quarterly Reports are run approximately 30 days past the end of the quarter, therefore not all Case Record Forms will be received at the time the reports are run.

**Employee Focused Services****Demographics of Service Recipients: (based on EAP Telephonic Intake)****Gender****Relationship**

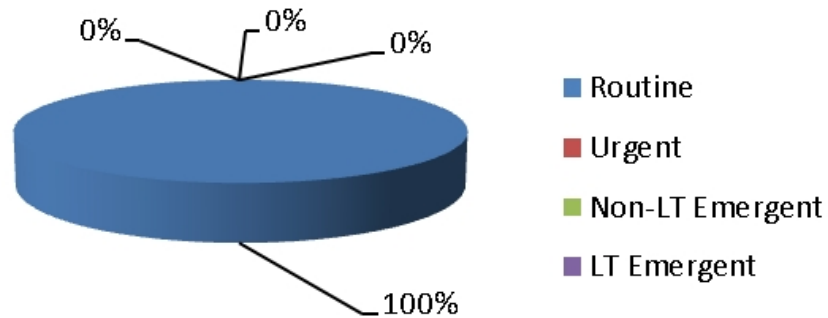
<u>Female</u>	<u>Male</u>	<u>Not Given</u>	<u>Total</u>
35.00% (7)	50.00% (10)	15.00% (3)	20

<u>Dependent</u>	<u>Self</u>	<u>Spouse/Domestic Partner</u>	<u>Total</u>
25.00% (5)	65.00% (13)	10.00% (2)	20

**Age****Referral Type**

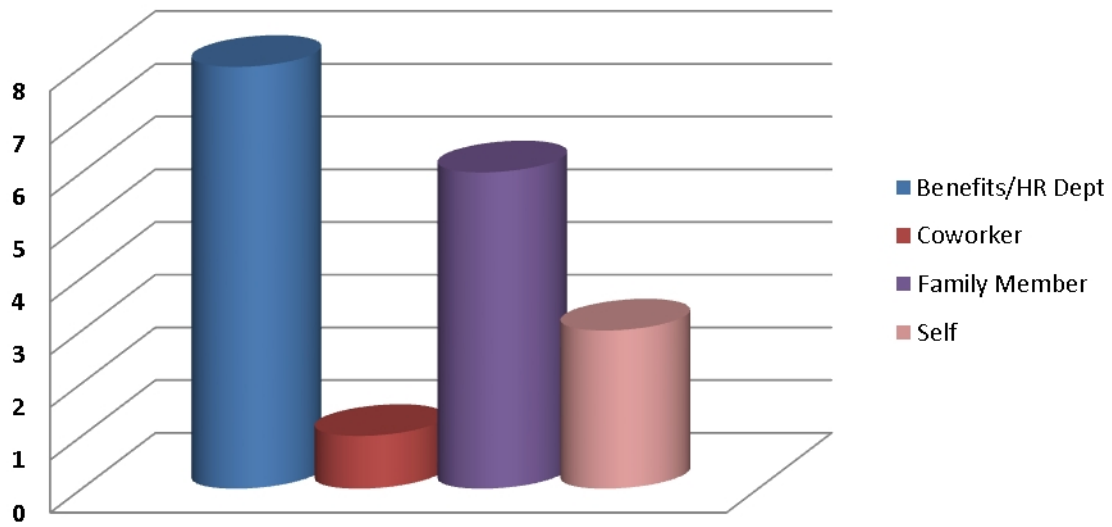
<u>0-12</u>	<u>13-17</u>	<u>18-24</u>	<u>25-44</u>	<u>45-64</u>	<u>65+</u>	<u>Total</u>
5.00% (1)	20.00% (4)	0.00% (0)	55.00% (11)	20.00% (4)	0.00% (0)	20

<u>Voluntary</u>	<u>Formal</u>	<u>Mandatory</u>	<u>Recommended</u>	<u>Total</u>
100.00% (20)	0.00% (0)	0.00% (0)	0.00% (0)	20

**Employee Focused Services****Call Level: (based on EAP Telephonic Intake)**

<u>Routine</u>	<u>Urgent</u>	<u>Non-LT Emergent</u>	<u>LT-Emergent</u>	<u>Total</u>
100.00% (20)	0.00% (0)	0.00% (0)	0.00% (0)	20

**Routine** - Requested services are of a routine nature.  
**Urgent** – Appointment availability must be within 48 hours.  
**Emergent Non Life Threatening** – Appointment must be available within 6 hours.  
**Life Threatening Emergent** – Intake Clinician will coordinate immediate intervention.

**Participants learned about the service from: (based on EAP Telephonic Intake)**

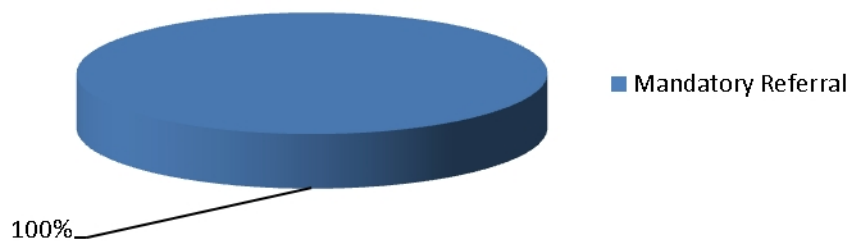
**Employee Focused Services****Presenting Problem: (based on EAP Telephonic Intake)**

<b>Employee</b>	<b>n=13</b>	<b>Count</b>	<b>Pct</b>
Alcohol/Drug Abuse – Family Member		1	7.96%
Anxiety		1	7.96%
Children-behavioral		1	7.96%
Marital Relationship		6	46.15%
Stress		2	15.38%
Work-related		2	15.38%
<b>Non-Employee</b>	<b>n=7</b>		
Alcohol/Drug Abuse		2	28.57%
Anxiety		1	7.69%
Children-behavioral		1	7.69%
Depression		2	28.57%
Marital Relationship		1	7.69%

Presenting Problem – Problem identified by participant at the time of the initial telephone assessment.
---

Employer Focused Services

## Management Consultations

**Management Consultations**

Consult	Percent	No. of Consults
Mandatory Referral	100.00%	1
Total		1

**Employer Focused Services**

**Onsite Intervention**

---

There were no Onsite Interventions requested.

**Training**

---

There were no Trainings requested.